



## Texas Department of Motor Vehicles

June 27, 2025

The Texas Department of Motor Vehicles (TxDMV) understands the transition from temporary tags to metal plates required by House Bill 718 brings new processes and questions for dealers operating across the state. We are here to ensure your businesses have the support and information necessary to be successful every step of the way. Below is a summary of key resources available to help you navigate these changes and keep your operations running smoothly to serve your customers.

### Where to Find Help on July 1 and Beyond:

1. **HB 718 Dealer Resource Hub** [TxDMV.gov/HB718](https://www.TxDmv.gov/HB718) Your first stop for information, instructions, guidance, FAQs, system walkthroughs, training materials and other resources. Many questions can be answered with the information on the “Dealer Support”, “Dealers” and “Resources” tabs.
2. **Live Dealer Q&A Webinars (General HB 718 Support)** Ask questions in real time during a live chat session with TxDMV staff.

**Sign up for a session at:** [www.TxDmv.gov/calendar](https://www.TxDmv.gov/calendar) Once registered, you will receive the access link and session details by email. We can accommodate up to 3,000 attendees at each session.

**July 1:** 10:00 a.m. – 12:00 p.m. and 2:00 p.m. – 4:00 p.m.

**July 2:** 10:00 a.m. – 12:00 p.m. and 2:00 p.m. – 4:00 p.m.

**July 3:** 10:00 a.m. – 12:00 p.m. and 2:00 p.m. – 4:00 p.m.

3. **TxDMV Customer Service Support Line** Have another question or need help troubleshooting an issue not addressed above? Our staff are ready to assist: **(888) 368-4689**

### Hours of Operation for the week of July 1:

**Monday–Thursday:** 8:00 a.m. – 5:00 p.m. CST

**Friday, July 4 & Saturday, July 5:** 10:00 a.m. – 3:00 p.m. CST

Due to the importance of these program changes to licensed dealer business operations, we are offering holiday support staff available to licensed dealers.

4. **Questions About Your Plate Shipment or Allocation?**  
Email our Dealer Allocations Team: [dealer\\_allocations@TxDMV.gov](mailto:dealer_allocations@TxDMV.gov)
5. **Questions About Dealer Temporary Plate Orders?**  
Email our Plates Team: [MVD\\_plates@TxDMV.gov](mailto:MVD_plates@TxDMV.gov)
6. **Questions Concerning Metal Plate Storage Requirements?**  
Email our Enforcement Team: [DealerCompliance@TxDMV.gov](mailto:DealerCompliance@TxDMV.gov)



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### Additional Information and Resources:

- **webDEALER Training:** Training opportunities, materials and resources can be found on the TxDMV Website at <https://www.TxDmv.gov/dealers/webdealer>. These include sessions for webDEALER 101 & 102, transaction processing, inventory management system operations, and ePLATE and plate assignment instructions.
- **Internet Down Receipts:** If you're unable to process transactions due to internet outages, your designated webDEALER users can access Internet Down Receipts at <http://tags.txdmv.gov/ePlatesIDR/login>. You should print these out in advance, but the receipts should not be assigned until July 1 and only during periods of internet service outage. A step-by-step guide for accessing and printing Internet Down Receipts is available: [Internet Down Receipt Instructions Before July 1, 2025](#)
- **System Access:** Ensure your webDEALER user permissions are current and up to date before July 1 to avoid disruptions. Please visit our website for webDEALER support.
- **Inventory Management:** Make sure your plates are received into inventory as soon as they arrive. This is a critical step for assigning plates via the system. An Inventory Management System (IMS) resource is available on the department website: [Inventory Management System Access via webDEALER](#).

We realize this is a big change to the way dealers are accustomed to doing business and we're committed to supporting you through the process. Our goal is to provide you with timely help, clear answers, and the resources you need to feel confident in the days ahead.

Thank you for your partnership on this important initiative,

**Texas Department of Motor Vehicles**